



## Administrative Policies and Procedures: 7.15

<b>Subject:</b>	<b>Computer Network and Cabling Services</b>
<b>Authority:</b>	TCA 37-5-105; 37-5-106
<b>Standards:</b>	None
<b>Application:</b>	To All Department of Children's Services Employees

### Policy Statement:

The Department of Children's Services (DCS) will adhere to the rules and regulations promulgated by the Department of Finance and Administration (F & A), Office of Information Resources (OIR), for the procurement of computer network equipment and services.

### Purpose:

To provide guidelines for procurement of computer network equipment and services.

### Procedures:

#### A. Responsibility

The *DCS Office of Information Systems (OIS), Telecommunications Division* will serve as the liaison between DCS and the Department of Finance and Administration's Office of Information Resources (OIR) for the procurement and installation of computer network equipment and services that include, but may not be limited to the following:

- ◆ Changes to Existing Computer Network Services
- ◆ Office Relocations – Computer Network Services
- ◆ New Office Sites – Computer Network Services
- ◆ Request Meetings with F&A, OIR
- ◆ Additional Computer Cabling Services
- ◆ Network Printer Cards
- ◆ Network Adapter Cards
- ◆ Computer Network Cable
- ◆ T-1 Communication Lines
- ◆ Network Communication Hubs
- ◆ Network Communication Routers

<b>B. Coordination of computer network and cabling services</b>	<ol style="list-style-type: none"> <li><b>1. Central Office</b> The <i>DCS OIS, Telecommunications Division</i> will serve as the site contact and will coordinate all requests for computer network and cabling services between Central Office staff and the Department of Finance and Administration Office of Information Resources.</li> <li><b>2. Regional Offices</b> The Regional Administrator or his/her designee will appoint an employee located at the regional office to serve as the site contact and to coordinate requests for computer network and cabling services between the region and central office.</li> <li><b>3. Field Offices</b> The Regional Administrator or his/her designee will appoint an employee located at the Field Office to serve as the site contact and to coordinate requests for computer network and cabling services between the field office and the regional office.</li> <li><b>4. Youth Development Centers (YDCs)</b> The Superintendent or his/her designee will appoint an employee to serve as the site contact and to coordinate requests for computer network and cabling services between the YDC and the central office.</li> <li><b>5. DCS Group Homes</b> The Group Home Director will serve as the site contact and will coordinate requests for computer network services between the group home and central office.</li> </ol>
<b>C. Requesting services/approval</b>	<p>DCS employees may request computer network and cabling services by contacting the DCS Telecommunications Division that will execute a <b>Telecommunication Service Request (TSR)</b> web application request that provides the details of the computer network or cabling needs.</p>
<b>D. Additional requirements</b>	<ol style="list-style-type: none"> <li><b>1. Office relocation and new sites</b> Requests for Computer Network and Cabling Services require that a site floor diagram accompany the request showing the location of computer network equipment and cable drops requested.</li> <li><b>2. Additional Cabling Services</b> Requests for additional cabling services require justification for the request and must be approved by the appropriate authority or designee as defined above in <i>Section C</i>.</li> </ol>
<b>E. DCS Office of Information Technology</b>	<p>The <i>DCS OIS Telecommunications Division</i> will:</p> <ol style="list-style-type: none"> <li>1. Upon the creation of an active <b>TSR</b>, the approved request will be entered into</li> </ol>

<b>responsibilities</b>	<p>the Multi-track System or other appropriate system as required by Finance and Administration Network Services.</p> <ol style="list-style-type: none"><li>2. Gather any additional information necessary for submitting a request to the Department of Finance and Administration, Office of Information Resources. (The timeframe for entering the request will be dependent upon the type research required for the type of computer network and cabling services requested.)</li><li>3. Assist in finding solutions to problems and/or improvements in computer network and cabling services.</li></ol>
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<b>Forms:</b>	<i>None</i>
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<b>Collateral documents:</b>	<i>None</i>
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